

## Electronic Acknowledgement Receipt

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| <b>EFS ID:</b>                              | 4144695   |
| <b>Application Number:</b>                  | 09826121  |
| <b>International Application Number:</b>    |   |
| <b>Confirmation Number:</b>                 | 2317  |
| <b>Title of Invention:</b>                  | Method, system, and program for customer service and support management |
| <b>First Named Inventor/Applicant Name:</b> | Andy Ming Lee   |
| <b>Customer Number:</b>                     | 74162   |
| <b>Filer:</b>                               | Scott C. Harris   |
| <b>Filer Authorized By:</b>                 |   |
| <b>Attorney Docket Number:</b>              | Alorica-002001  |
| <b>Receipt Date:</b>                        | 20-OCT-2008   |
| <b>Filing Date:</b>                         | 04-APR-2001   |
| <b>Time Stamp:</b>                          | 18:35:52  |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)   |

### Payment information:

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|--|-----------------|
| Submitted with Payment                   | yes             |
| Payment Type                             | Deposit Account |
| Payment was successfully received in RAM | \$ 130          |
| RAM confirmation Number                  | 4197            |
| Deposit Account                          | 504376          |
| Authorized User                          |                 |

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

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**File Listing:**

| Document Number | Document Description  | File Name                     | File Size(Bytes)/<br>Message Digest               | Multi Part /.zip | Pages (if appl.) |
|-----------------|-----------------------|-------------------------------|---|------------------|------------------|
| 1               | Amendment After Final | alorcia2001_amendment1008.pdf | 75291<br>14bc40e3ae53e01587f7b641af0579dce9398042 | no               | 26               |

**Warnings:****Information:**

|   |                        |              |   |    |   |
|---|------------------------|--------------|---|----|---|
| 2 | Fee Worksheet (PTO-06) | fee-info.pdf | 29837<br>5a286c337479e74dc527b4da0d00c1788311a619 | no | 2 |
|---|------------------------|--------------|---|----|---|

**Warnings:****Information:**

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| <b>Total Files Size (in bytes):</b> |  |  | 105128 |
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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

**National Stage of an International Application under 35 U.S.C. 371**

**If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.**

**New International Application Filed with the USPTO as a Receiving Office**

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